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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Harry S. HONG Sr. Paralegal – Intellectual Property
Group Art Unit: 2642

Fax: 703-872-9306 Pages
with 20
Cover.


FORMAL SUBMISSION OF:

- 1) Amendment.

Title:	SYSTEM AND METHOD FOR OBSERVING CALLS TO A CALL CENTER
Serial No.	10/090,264
Filing Date:	March 4, 2002
First Named Inventor:	Patrick PETERSON
Atty. No.	01-4005

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
	:	Examiner: Harry S. Hong
PATRICK PETERSON, ET AL.)	
	:	Group Art Unit: 2642
Application No.: 10/090,264)	
	:	Customer No.: 32127
Filed: March 4, 2002)	
	:	
For: SYSTEM AND METHOD FOR)	
OBSERVING CALLS TO A CALL :	:	
CENTER)	

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated December 17, 2004, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 15.